

independent claim 16, as well as its dependent claims 17-22, are believed to be patentable over the Jago et al. reference.

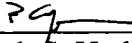
Claim 23 recites, *inter alia*, "composing a *service request* on a *field service unit*." Again, as stated above in support of claim 1, the Jago et al. reference fails to teach, suggest or disclose any sense of composing a *service request* on a *field service unit*. As such, the Jago et al. reference fails to anticipate claim 23. Applicants also contend that dependent claims 24-28 are patentably distinct by way of their dependency from independent claim 16 and by way of further unique features recited in each respective claim. Thus, independent claim 23, as well as its dependent claims 24-28, are believed to be patentable over the Jago et al. reference.

Conclusion

In view of the above remarks and amendments set forth above, Applicants respectfully request substantive allowance of the pending claims. If the Examiner believes that a telephonic interview will help speed this application toward issuance, the Examiner is invited to contact the undersigned at the telephone number listed below.

Date: 2/25/2002

Respectfully submitted,



Patrick S. Yoder
Reg. No. 37,479
Fletcher, Yoder & Van Someren
P.O. Box 692289
Houston, TX 77269-2289
(281) 970-4545

VERSION WITH MARKINGS TO SHOW CHANGES MADE

IN THE CLAIMS

Claim 5 is amended as follows:

5. (Amended) The system of claim 1, further comprising at least one database for storing historical service data for the diagnostic station, and wherein the service facility is configured to access the historical service data for response to the service request from the field service unit.